Paulson called the meeting to order at 8:30 a.m.

**Present:** Supervisors Genia Bruce, Duane Paulson and Bill Mitchell and Citizen Jim Herzfeld. **Absent:** Supervisor Jim Behrend.

**Also Present**: Information Systems Manager Michael Biagioli, Business Services Administrator Donn Hoffmann, Infrastructure Administrator Al Mundt, Chief of Staff Lee Esler, Senior Information Technology Professional Rick McMillan, Office Services Coordinator Windy Jicha, Business Analyst Tony Limoni, Community Services Representative Candy White, Treasurer Pam Reeves.

**Approve Minutes of January 20, 2006**
MOTION: Paulson moved, Mitchell second, to approve the meeting minutes of January 20, 2006. Motion carried: 4-0.

**Upcoming Meetings**
▪ March 24

**Future Agenda Items**
• APCO report

**Review of Dispatch Center Issues and Grant Opportunities**
McMillin said Spillman will be upgraded to version 4.5 at 8 a.m. on March 7. The upgrade will include visual improvements, new functionality, records management upgrades, new commands in CAD, etc. IT staff will perform other maintenance tasks at the time of the upgrade. In the mean time, staff is testing interfaces and preparing for the upgrade. Next week police departments and WCCC staff will be trained on the new version. We've been working with the county's GIS system to optimize the Spillman system and to make sure the data is provided in the best possible way. We're seeing improvements as a result.

Herzfeld asked if the dispatchers have been able to test the upgraded system? McMillin said as dispatchers go through training, they've been reporting any issues that come up.

Hoffmann said we applied are applying lessons from the first Spillman upgrade to this upgrade. During the first upgrade, most of the problems came from the custom interfaces so they are being fully tested.

McMillin said the Spillman Technology product line managers, who are in charge of improvements and design, visited Waukesha County and attended the police and fire protocol meetings. The managers found it beneficial to see how Waukesha County works. They demonstrated new Spillman features that will be available next summer with the next upgrade. The managers also addressed questions regarding the complete rewrite of the software.

**Update on the Implementation of the Mobile Data Computing**
Biagioli said IT and radio services staff and IP Mobile Net addressed issues that didn't allow for this installation. When it was installed, it created so much traffic that it flooded the network and shut down the system.

Biagioli said we've received all the hardware from IP Mobile Net. They are finishing the back and forth testing from the links but it doesn't work the way Waukesha County wants it to. We will be doing user acceptance tests next week. After the work is done, we will install it. Radio Services staff will be able to install hardware in six cars per day so it will take 27 business days to finish the installation. Radio Services

has the process planned but have not inserted any specific dates yet. We purchased new laptops with the grant money for the many vehicles in Waukesha County without compliant PCs. All departments will be responsible for the installation of their laptops. The county will load the Spillman mobile product onto the WCCC participants' units. The new system will allow access to status reports though IP and voiceless CAD, law records and CAD system inquiries and state queries. Radio Services has requested the new system not be used until all the bugs are worked out which he anticipates being approximately four weeks after installation.

Paulson asked will the City of Waukesha have access to this technology? Biagioli said the City of Waukesha vehicles will get the software and hardware to do state queries and messaging. Every community in Waukesha County will get antennas and IP Mobile Net modems. Paulson asked how did you determine which municipalities will get the laptops? Biagioli said only those communities without compliant PCs will get laptops. Those communities that already purchased laptops won't get them from the county at this time. The City of Waukesha has PCs that work with the software.

**Update on the Tax Records System Replacement Project**
White said the tax listing went live in June. We are testing a new utility to change the assessment year and next week will test it in a live setting. Amounts on the tax bills are coming out correctly but some cosmetic changes are needed. We haven't tested all communities yet but we are working on it. The most complex piece of this project is tax collection. The tax delinquent piece needs to be tested to see if bills become postponed and delinquent after certain deadlines. This feature has been tested in three communities but the reports aren't there for thorough testing yet. We are also dealing with preparing additional reports. The cashiering system seems to be working. Minor modifications will be needed when the system goes live. We need to feed the data warehouse with all community information.

Esler asked which three communities did you test? White said Oconomowoc Lake, Lac La Belle and the Village of Mukwonago. We only tested three communities because we needed to do a data refresh and these communities fit into the timeline. The bad news is we weren't able to test past years.

Mitchell asked are we planning on doing dual testing? White said we are focusing on small components like the January 31 rollover in the Treasurer's Office. We get better results when we focus on smaller pieces. Easy Access seems to be working hard but they don't have the resources we thought they would have. The intent is to have a parallel run.

Mitchell asked if the old system will last long enough to do parallel testing? Biagioli said thinks the P390 will last. The licensing was extended through June and paid for by Easy Access. Mundt said we procured a P390 on aftermarket for business continuity purposes and test it monthly.

Reeves said running a parallel system is great but because our cycle is 12 months, it is hard to simulate everything needed in an entire year. We refresh the data but you won't always know if everything is working.

Herzfeld asked can you do parallel testing and accelerate the clock? Reeves said we thought we could do that in parallel testing for a year but the P390 can't get snapshots of data and test them. Testing is very piece meal.

**Discussion of Health and Human Services Support Plan**
Hoffmann said from his recommendations to HHS, Don Maurer has moved forward to restructure a HHS steering committee to include representatives from more areas of HHS to help with future project planning. IT will help HHS perform business analyses of all projects to develop true business case to see if projects provide business value and a sufficient return on investment and to assist HHS in prioritizing projects.

Hoffmann has been asked to participate in the steering committee. Long term this will be a more productive way of doing business between IT and HHS.

Paulson asked where are we at now? Hoffmann said to complete all identified projects, we would still need eight full time staff. Without ROI information or business case information, he doesn't know if it's worth the effort. We are taking a step forward by evaluating the systems. We're asking what value do systems provide?

Hoffmann said HHS and IT need to work on a HIPPA mandated program called National Provider Identifier initiative. This program, adopted in January 2004, requires all health care providers to use a unique identification number at all time. Initially the overall work scope could be larger than Avatar and WiSACWIS combined. HHS and IT business services will work together on this endeavor but are aware they will not meet the May 2007 deadline.

## Web Content Management Update
Biagioli said all county website screens that could be converted to the new web content management system have been converted. The county website looks different. The County Clerk and courts decided not to convert to this system. We are identifying which intranet candidates should move to this system next.

Paulson asked can users tell the difference between the County Clerk's and court's web pages versus the other county web pages? Biagioli said Internet users won't notice any differences. Paulson asked is it cost effective to do it this way? Biagioli said it means these departments have to maintain their own web pages.

## Justice System Update
Limoni said the data warehouse project is moving slowly. The majority of the data is in the test system. We are using the test data for reports. The next step is to move to the business user layer and to set it up for the CJCC users who are less technologically savvy. The target for CJCC availability is the end of March. Widespread report use is contingent on using Crystal Reports servers. The goal is to remove the licenses from the PCs and put them on the server. There are a number of issues linking individual's identifying information between CCAP and Spillman. It is a daunting task. CCAP isn't giving the county all the identifying information we need such as social security numbers. It is difficult to identify people. We don't think we'll get to 100% accuracy with matching names but it should give CJCC the aggregate information they want. We think it will be close to 100%.

Paulson asked why can't we get to 100% accuracy? Limoni said it's not uncommon for people to give false names when picked up by police.

Mitchell said CJCC uses this for information to evaluate programs. Is there anything we'll use it for that directly affects people? Limoni said there are different layers of the system. The court details need to be more accurate. The data mart for CJCC will look at a number of citations for their programs and doesn't need to know who got the citations.

## Discussion of Wireless Opportunities
Biagioli said the Cities of Waukesha and Brookfield are investigating wireless opportunities. He would like the county to take the lead in this initiative to make sure we don't get divergent protocols in place. Racine County has put out an ROI for this and wireless broadband for the entire county.

Biagioli explained that wireless is quicker then dialup. It's not designed to support broadband. Upcoming technology will support broadband. He will try to bring his counterparts in Waukesha County together to discuss wireless and wireless broadband capabilities and to agree on protocols. He doesn't want systems put in that won't mesh together. Any vendor can come in right now to serve the well-populated areas.

He has talked to Bill Mitchell at WCEDC about moving forward on this. Mitchell supports this but has concerns about security. Security requirements are the responsibility of the successful bidders. It is incumbent for each government to take care of their security. A few players around the county want to help set up this framework and make it work. Whatever we do, the successful vendor has to provide service at no cost. The infrastructure cost for all of Waukesha County will be in the $45 million range.

Paulson said he's concerned that we have a common usage. He knows all these companies are bidding in the area and they want to get it done as lowest cost with the least amount of services. He would hate to see several systems come in across the county and then later we would have to try and connect them. Biagioli said he doesn't want another dispatch like situation. We need to get in front of this right now. We can't wait. He wants to get his counterparts to agree on basic protocols. Biagioli said if this does work, it could be linked up across the entire region. He would like a study done to give vendors a head start by identifying stakeholders and outlining what it will take to put this across the county.

Mitchell said he doesn't see how we will control this unless we are on the same protocols. Politically it won't happen. Biagioli said it will take until 2009 to get the entire county on this environment. The ability to run at broadband speeds will attract businesses to the county.

**Motion to Adjourn**
MOTION: Paulson moved, Mitchell second, to adjourn the meeting at 9:46 a.m. Motion carried: 4-0.

Respectfully submitted,



Duane E. Paulson, Secretary
Information Management Panel